

Amanda Portal Tenant Setup

To avoid conflicts and unpredictable results always create a tenant based Portal system from the ground up. Don't attempt to add tenant support after the Portal system has been running for another purpose (or re-initialize your mailboxes using the configuration wizard – note that doing this WILL delete all your existing mailboxes and re-create all the default mailboxes).

1. Create a fresh Portal installation, performing all the normal Portal installation procedures including running the Configuration Wizard.
2. Login to telnet as mailbox 999, and type “source tenant_pack.tcl” (as shown in figure 1) then exit telnet.

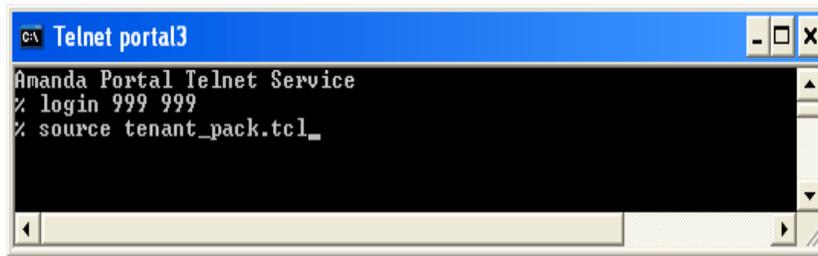


Figure 1 - Telnet

3. If the base tenant number length (as in the length of the telephone number) is not 10 (the default), then run the Configure application to adjust the Global Parameter “tenant_len” to the appropriate value.
4. Install the appropriate clients from the ClientsInstall.exe onto any computer for management purposes.

Note: Amanda Portal Station, Administrative Additions, and most Importantly, Tenant applications are all required to affectively manage tenants.

5. Run Station to configure mailboxes 996 for the default settings of main tenant mailboxes. Confirm settings for mailboxes 0, 411, 990, 991, 998, and 999 for those mailboxes will also be copied.

Note: The default maximum number of mailboxes 996 is allowed to create is 20. If you want the main tenant mailboxes to be able to create more than 20 mailboxes increase this number to an appropriate value.

6. Integration from the PBX is the key to providing seamless tenant services. Make sure integration matches and works appropriately from the telephone system. If integration fails a match, the caller is sent to mailbox 992 where the “wrong number” greeting is played and the call is disconnected (no exceptions by default).

Creating/Deleting Tenants

To login to the tenant manager, click start, programs, Amanda Portal Clients, Tenant Management. This will start the tenant manager program where tenant accounts can be created or deleted after logging in. Figure 4 shows the tenant management console.

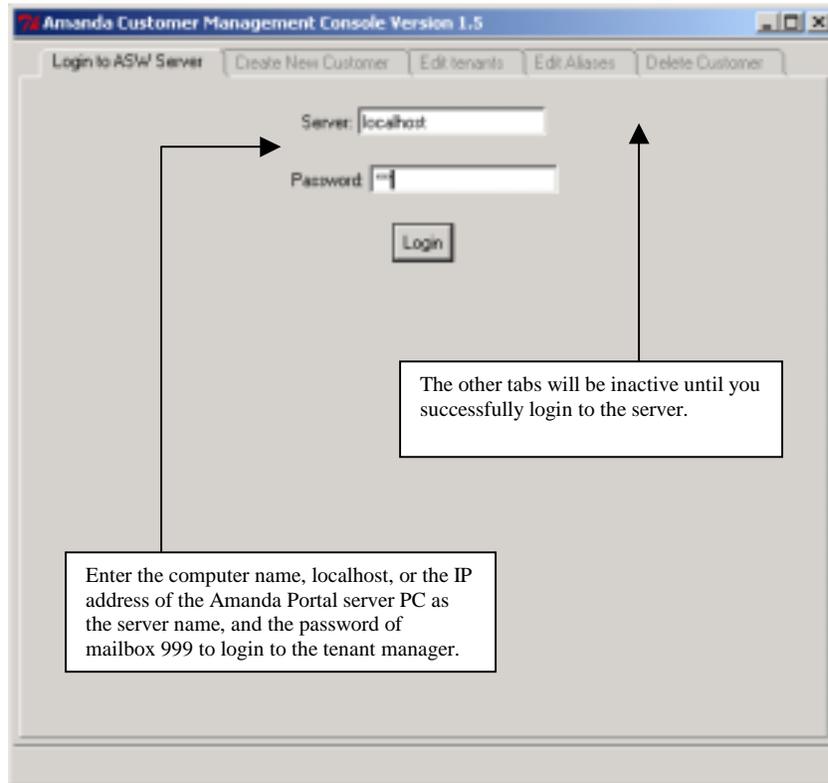


Figure 4 – Logging into the tenant manager

To login to the Amanda Portal Server, enter the appropriate server name and password. On a turnkey system the default server name is “Amandaserver” and default password is 999.

Creating Tenant Accounts

Once logged into the tenant manager, to create a tenant account, click on the “Create New Customer” tab. All tenant account mailboxes are created from this screen. To create a tenant account, enter a customer name and customer phone number, and then click the “Create” button (as shown in figure 5).

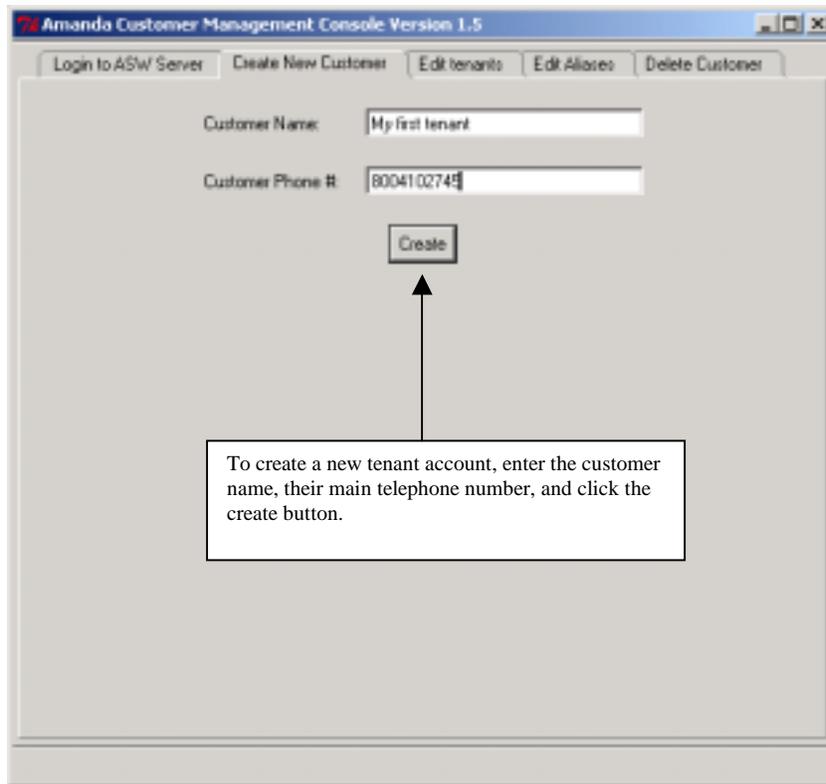


Figure 5

When creating a tenant account, Amanda creates a group of mailboxes based on the customer's phone number and Amanda's default mailbox list. Using the customer phone # from the example above, the following mailboxes are created.

<u>Mailbox</u>	<u>Purpose</u>
8004102745	<i>Tenant Administrative Mailbox</i>
80041027450	<i>Operator Mailbox</i>
8004102745411	<i>Spell by name Directory</i>
8004102745990	<i>Welcome Mailbox</i>
8004102745991	<i>Instructions Mailbox</i>
8004102745997	<i>Default Mailbox</i>
80041027450998	<i>Direct Message Mailbox</i>
80041027450999	<i>Hang-Up Mailbox</i>

Notice the group of default mailboxes created for a tenant consists of the customer's phone number followed by Amanda's default mailbox list. Whenever a new tenant is created, Amanda automatically creates 8 mailboxes based on the customer's phone number and Amanda's default mailbox list.

Edit Tenants

The edit tenants tab is not currently used and is reserved for future use.

Edit Aliases

The edit aliases tab is used to assign additional alias telephone numbers to a single mailbox tenant.

Delete Customer

The delete customer tab is used to delete tenant accounts. Be sure you want to delete a tenant before doing so, once deleted all sub-mailboxes within that tenant are also be deleted.

How Integration Works:

When you assign an extension to a tenant mailbox or sub-mailbox within a tenant, Amanda Portal automatically adds an entry to the extension database for that extension and mailbox. Figure x shows extension 2001 mapped to mailbox 80041027452001. This is important to understand because when Amanda receives calls from extension 2001 it's reverse mapped to mailbox 80041027452001. From the mailbox owner's and callers perspective their mailbox is 2001 within the 8004102745 tenant.

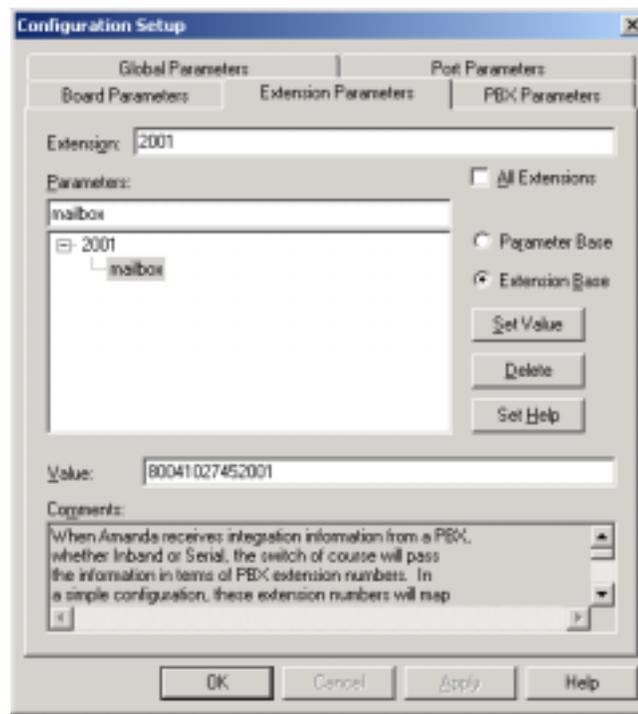


Figure 3 – Extension Parameters

Whenever Amanda receives an integrated call, the extension number is used to load the correct mailbox from the extension database. If integration is not received, by default the caller is sent to mailbox 992 where Amanda plays a message stating “You have reached an invalid number or one that is no longer in service”, and then hangs up on the caller.

Managing a Tenant

Tenants are managed using Amanda Portal's web browser interface. To manage a tenant, login to a web browser (such as internet explorer).

To Login Locally set your URL to...

<http://localhost> or <http://computername> (i.e. <http://amandaserver>)

To Login Remotely...

<http://ipaddress> or http://domain_name

Once your browser is correctly pointed at the Amanda Portal server you'll see the following login screen:

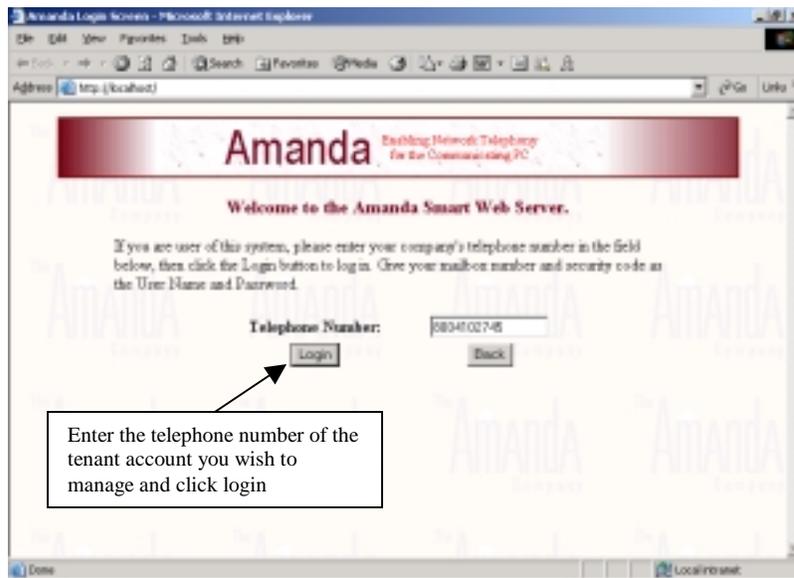


Figure 6 – Amanda Login Screen

Note: The telephone number field is only present when Amanda is configured to use tenants.

After entering the telephone number for the tenant account you wish to manage click the login button and you'll be prompted to enter a user name and password as shown in figure 7.

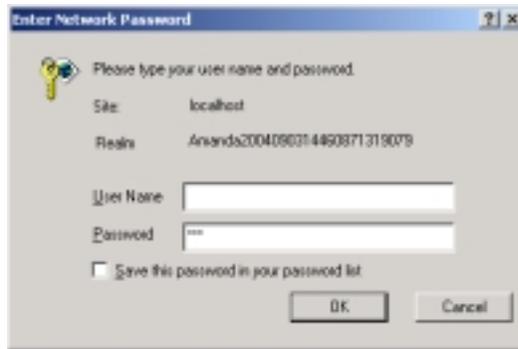


Figure 7

For administrative purposes specify nothing for the “User Name” and just supply the password for the previously entered tenant number. This will bring up an interface to manage that tenants mailboxes (as shown in figure 8). The default password for the main tenant mailbox is 996.

Note: User’s can also login to their mailboxes to retrieve messages, change mailbox settings and control calls (via web browser) by entering their mailbox number as the “User Name” and their security code as the “Password”. See “Using Amanda Smart Web Client” for more information. The default password for users is 997.

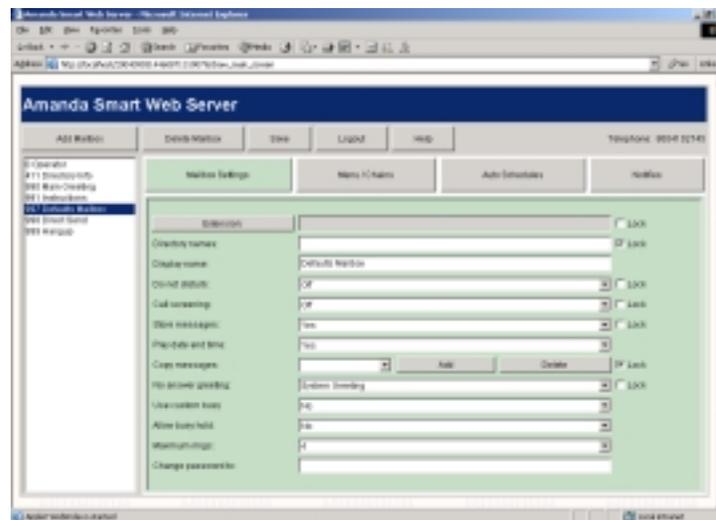


Figure 8

Once logged into the administrative web interface you can add or delete mailboxes, change mailbox settings, configure single digit menus for each mailbox, create auto-schedules and setup message notification records.

Important Note: It is not recommended to use Station for managing tenant mailboxes, unless for advanced features (reports and monitoring are ok).